

## **Senior Business Systems Analyst**

### **JOB FAMILY DEFINITION**

This classification falls within the Business Systems Job Family encompassing a range of work in which incumbents are responsible for providing technical and business process support and analysis for Judicial Council and client court business applications. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

### **CLASS SUMMARY**

Incumbents, as assigned, are responsible for providing professional business process analysis and systems support work for Judicial Council and client court business applications. Incumbents serve as functional and technical subject matter experts in applications, web properties, and business processes, manage large and complex programs and projects, and are responsible for complex and enterprise-wide system implementations, deployments, and upgrades. Incumbents also serve as the key contact and primary liaison between system users and technical staff in their area of expertise.

### **DISTINGUISHING CHARACTERISTICS**

The Senior Business Systems Analyst is distinguished from the Business Systems Analyst in that the Senior Business Analyst regularly serves as a project manager for large and/or complex business systems projects, and provides guidance and direction for work assigned to support and/or project teams. Senior Business Systems Analysts are responsible for enterprise-wide system implementations, deployments and upgrade projects.

The Senior Business Systems Analyst is responsible for assessing and/or reviewing the risk of proposed solutions and the impact of configurations and business process changes on other modules in an integrated system. The Senior Business Systems Analyst also provides guidance and direction to other team members, and incumbents provide professional business process analysis and systems support. Incumbents are considered subject matter experts with functional and technical expertise in assigned applications, web properties, and/or associated business processes.

Work of the Senior Business Systems Analyst requires the consistent exercise of discretion and independent judgment, using advanced knowledge, to analyze and interpret information and make recommendations.

### **EXAMPLES OF ESSENTIAL DUTIES** *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Serves as a project manager for large and/or complex systems projects; coordinates implementations and deployments; provides the highest level production support in areas of expertise.
- Works with consultants and vendors; reviews and analyzes services and corresponding compliance and performance; makes recommendations for meeting requirements; reviews and advises on disputes, as assigned.
- Analyzes and assesses the impact of configuration and business process changes in an integrated system; conceptualizes and formulates potential solutions or modifications including system/application design, user interface, and functionality.

- Serves as a subject matter expert for complex system modifications; coordinates the development of test plans, test criteria, and user test scripts; coordinates and performs system and application testing; maintains application configurations, including user authorization and authentication; oversees the development of training materials.
- Provides project review and/or participates in all aspects of the software development life cycle process as required; identifies and explores new or alternative technologies as required; conducts needs analysis, maps business processes, use cases, work flows, and outlines functional and non-functional system requirements.
- Develops, enhances, and publishes web content; tracks, collects, and analyzes web analytics to improve effectiveness.
- Serves as the key contact and primary liaison between system users and technical staff in areas of expertise.
- Contributes to the development of Budget Change Proposals, Requests for Proposals, and Statements of Work by providing contract and procurement documentation, evaluating proposals, and responding to internal and external information requests.
- Creates reports and queries; collects, analyzes, and summarizes data.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

#### **EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES** *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific business systems tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

#### **MINIMUM QUALIFICATIONS**

##### **EDUCATION AND EXPERIENCE**

Bachelor’s degree, and five (5) years of experience providing technical and business process support, analysis, or project management for systems/applications.

Possession of a bachelor’s degree in a directly related field such as computer science, management information systems, etc., may be substituted for one of the years of required experience. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One year as a Business Systems Analyst with the Judicial Council of California or one year of experience performing the duties of a class comparable in the level of responsibility to that of a Business Systems Analyst in a California Superior Court or California state-level government entity.

##### **LICENSING AND CERTIFICATIONS**

- None

## **KNOWLEDGE OF**

- Principles of business systems analysis, configuration, integration, reporting, and queries;
- Principles and practices of group facilitation and building consensus;
- Principles and techniques for the Software Development Life Cycle (SDLC);
- Principles and techniques of analyzing and documenting all product life cycle artifacts such as: functional business requirements, business cases, project charters, communication plans, test plans, detailed functional specifications;
- Project management methods, tools, and techniques;
- Business systems with multiple modules and business functional areas;
- Advanced business process modeling;
- Integrated system quality assurance methodologies;
- Principles and techniques of creating project resource estimates and budgets;
- Basic procurement processes including the creation of RFP, SOW, evaluation methodologies, contracts, and procurement documentation;
- Contract management for information technology products and services;
- Basic networking technologies and data structures;
- Principles of Web design and best practices for Web content management, tools and technologies, connectivity issues, browser issues;
- Basic principles of relational databases and database reporting tools;
- Principles and techniques of preparing a variety of effective written materials and oral presentations;
- Best practices and emerging technologies in assigned area;
- Customer Service principles;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

## **SKILL IN**

- Technical project management;
- Preparing materials and monitoring all phases of the Software Development Life Cycle (SDLC) - functional business requirements, business cases, project charters, communication plans, test plans, detailed functional specifications;
- Preparing project resource requirement estimates, budgets, and required contract documentation for goods and services;
- Developing complex business process models, use cases, business requirements, functional specifications;
- Facilitating group discussions and building consensus via persuasive reasoning;
- Identifying impacts of configuration and business process changes on other modules and systems;
- Web site design and content management;
- Developing clear, comprehensive, and effective written documentation;
- Developing requirements for complex projects; determining milestones and identifying dependencies;
- Troubleshooting and analytical skills;
- Communicating technical software and hardware issues to non-technical users and management;
- Analysis and implementation of change management;
- Preparing management reports on systems projects;
- Presenting technical training materials to users;

- System configuration, report, and query development;
- User security administration;
- Maintaining and updating technical documentation and logs;
- Team building and collaboration;
- Monitoring project schedules, status, and compliance;
- Coordinating procurement processes;
- Facilitating meetings, creating agendas and/or meeting minutes, issues and action tracking;
- Listening and problem-solving;
- Applying initiative and creativity to technical problem-solving;
- Understanding and interpreting technical information and manuals and sharing expertise with other technical staff;
- Summarizing complex information, preparing and advocating technical recommendations;
- Learning new system features;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

### **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

#### **Please note:**

*The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*